

Saikumar Kunuku

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Summary

Experienced IT Support Engineer with around 5 years of experience supporting enterprise environments by managing endpoint devices, resolving technical issues, and maintaining reliable IT services. Skilled in Microsoft Intune, ServiceNow, SCCM, Microsoft 365, Active Directory, PowerShell, and Windows administration. Experienced in incident management, software deployment, patching, remote user support, and endpoint security. Proven ability to troubleshoot complex issues, meet SLA targets, improve service efficiency, and collaborate with cross-functional teams to deliver consistent end-user support.

Technical Skills

Endpoint Management: Microsoft Intune, MECM/SCCM, Microsoft Endpoint Manager, Windows Autopilot, Workspace ONE UEM, Device Enrollment, Software Deployment, Patch Management

ITSM & Service Desk: ServiceNow ITSM, ServiceNow CMDB, Incident Management, Problem Management, Change Management, Request Fulfillment, Knowledge Management, SLA Monitoring, ITIL v4

Identity & Access Management: Active Directory, Microsoft Entra ID (Azure AD), Group Policy, User Provisioning, Password Resets, Account Unlocks, RBAC

Operating Systems & Microsoft Technologies: Windows 10, Windows 11, Windows Server 2016/2019, Microsoft 365, Exchange Online, Outlook, OneDrive, Microsoft Teams Administration

Remote Support & End-User Services: Microsoft Remote Help, Bomgar, Quick Assist, TeamViewer, RDP, Cisco AnyConnect VPN, Printer Support, Hardware Troubleshooting

Security & Compliance: Microsoft Defender for Endpoint, BitLocker, Symantec Endpoint Protection, Vulnerability Remediation, Endpoint Compliance, Zero Trust Concepts, HIPAA Awareness

Monitoring & Automation: PowerShell, Power Automate, Splunk, Endpoint Analytics, Log Analysis, Health Checks, Basic Scripting, Reporting

Networking & Infrastructure: TCP/IP, DNS, DHCP, WSUS, Network Troubleshooting, Asset Management, Application Packaging, Software Inventory Management

Work Experience

UnitedHealth Group, USA

May 2024 – Present

IT Support Engineer

- Spearheaded enterprise endpoint modernization using Microsoft Intune, MECM, Windows Autopilot, ServiceNow, PowerShell, and Defender, improving endpoint compliance by 12% through secure automated provisioning.
- Streamlined healthcare IT support operations utilizing ServiceNow ITSM, Splunk, Remote Help, Intune diagnostics, and Power Automate, reducing ticket resolution time by 28% and strengthening SLA adherence.
- Mitigated over 500 monthly endpoint, VPN, collaboration, and application incidents through root-cause analysis, knowledge base enhancements, and coordinated major incident response efforts.
- Implemented automated remediation workflows integrating PowerShell, Intune, and ServiceNow, decreasing recurring incidents by 25% and increasing employee self-service portal adoption by 40%.
- Standardized software deployment, patching, mobile device administration, and vulnerability remediation processes, elevating enterprise endpoint compliance from 86% to 98% across managed devices.
- Consolidated endpoint analytics, asset lifecycle processes, ITIL practices, and healthcare security controls, reducing device-related support incidents by 32% and improving remote workforce productivity.

HCL Technologies, India

Jan 2020 – Jul 2022

IT Support Analyst

- Championed ServiceNow, Active Directory, Office 365, Cisco AnyConnect, and remote support operations, sustaining 98% SLA compliance while ensuring uninterrupted access for enterprise users.
- Amplified first-call resolution by 22% through structured troubleshooting of endpoint, collaboration, email, and connectivity issues using Windows administration and knowledge management practices.
- Fortified enterprise endpoint security above 95% by administering SCCM, Endpoint Manager, WSUS, BitLocker, and Symantec Endpoint Protection across distributed environments.
- Refined software deployment workflows by validating application readiness, processing approved requests, monitoring patch cycles, and supporting change activities for 2,000+ users.
- Harnessed ServiceNow dashboards and knowledge repositories to identify recurring incident patterns, reducing repeat issues by 18% and accelerating escalation processes.
- Augmented end-user productivity by standardizing remote troubleshooting, account administration, printer support, and device health assessments, decreasing repeat incidents by 20%.
- Modernized workplace support services through PowerShell automation, asset lifecycle management, patch verification, and major incident engagement, improving operational efficiency by 25%.

Education

Master of Science in Computer Science | Campbellsville University, USA

May 2024